

AMENDMENTS TO THE CLAIMS

This listing of claims will replace all prior versions, and listings, of claims in the application.

Listing of Claims:

1. (Currently amended)

Electronic apparatus comprising main operative functionality and a power provisioning system for powering the apparatus from an external power source, the power provisioning system comprising:

-- a main power supply output for energizing the main operative functionality of the apparatus when said power provisioning system is connected to said external power source, and

-- a standby power source for energizing only a subset of the components of the apparatus when said apparatus is in a standby state in which the main operative functionality is not operational ~~main power supply output is not energized,~~ the apparatus further comprising a self contained subsystem operable independently of the main operative functionality including a memory for storing at least one parameter reflecting an internal state of the main operative functionality ~~apparatus~~, said self contained subsystem being powered by said standby power source and including an encoder for encoding the parameters in an output signal and a transducer for generating a wireless transmission from the output signal, which transmission can be detected in the vicinity of the apparatus, so as to enable the parameter to be received and decoded.

2. (Currently amended)

Apparatus as claimed in claim 1 wherein the parameter is encoded within the transmission in a form that does not ~~to~~ allow a human to understand the parameter directly from the transmission.

3. (Original)

Apparatus as claimed in claim 1 wherein the parameter comprises a serial number of the apparatus.

4. (Original)

Apparatus as claimed in claim 1 wherein the parameter that is transmitted in a form that cannot be understood by a human is recorded on a surface of the apparatus.

5. (Original)

Apparatus as claimed in claim 1 wherein the memory stores at least two parameters and the encoder is arranged to encode in the transmission at least one parameter in a form that is understandable to a human.

6. (Original)

Apparatus as claimed in claim 5 wherein the parameter that is understandable to a human is a code enabling a failing unit of the apparatus to be identified.

7. (Original)

Apparatus as claimed in claim 1 wherein the transmission is a sound including in-band encoded signals.

8. (Original)

Apparatus as claimed in claim 7 wherein the transducer is a speaker or buzzer whose primary purpose is to issue sounds generated within a core-logic chipset.

9. (Original)

Apparatus as claimed in claim 7 wherein the parameter is encoded in the sounds using frequency shift keying.

10. (Original)

Apparatus as claimed in claim 7 wherein the sounds include an embedded synchronization pattern.

11. (Original)

Apparatus as claimed in claim 1 in the form of a personal computer, the main operative functionality including a processor and data storage means interconnected by a bus system.

12. (Canceled)

13. (Currently amended)

An arrangement for providing remote support services to a user ~~of apparatus as claimed in claim 7~~, the arrangement comprising:

a telephone call handling system that provides at least one telephone number that the user can call to get advice from a human support agent;

a decoder within the call handling system for decoding sounds generated by an ~~the~~ apparatus and transmitted within a telephone call made by the user so as to enable the apparatus to transmit the parameter to the call handling system for processing

without requiring the user or any support agent to directly understand the parameter from the transmission, wherein the call handling system is arranged to generate a database query from the parameter for retrieving for presentation to a support agent diagnostic data for the apparatus.

14. (Canceled)

15. (Canceled)

16. (New)

A personal computer comprising main operative functionality and a power provisioning system for powering the apparatus from an external power source, the main operative functionality including a processor and data storage means interconnected by a bus system, the power provisioning system comprising:

- a main power supply output for energizing the main operative functionality of the apparatus when said power provisioning system is connected to said external power source, and
- a standby power source for energizing only a subset of the components of the apparatus when said apparatus is in a standby state in which at least the processor is not operational,

the apparatus further comprising a self contained subsystem operable independently of at least the processor and including a memory for storing at least one parameter reflecting an internal state of the main operative functionality, said self contained subsystem being powered by said standby power source and including an encoder for encoding the parameters in an output signal and a transducer for generating from the output signal a sound including in-band encoded signals that do not allow a human to

understand the parameter directly from the sound, which sound can be detected in the vicinity of the apparatus, so as to enable the parameter to be received and decoded.

17. (New)

Apparatus as claimed in claim 16 wherein the parameter comprises a serial number of the apparatus.

18. (New)

Apparatus as claimed in claim 16 wherein the transducer is a speaker or buzzer whose primary purpose is to issue sounds generated within a core-logic chipset.

19. (New)

Apparatus as claimed in claim 16 wherein the parameter is encoded in the sounds using frequency shift keying.

20. (New)

Apparatus as claimed in claim 16 wherein the sounds include an embedded synchronization pattern.

21. (New)

Apparatus as claimed in claim 16 wherein the self contained subsystem is connected to a power button and includes a timer arranged to time actuation of the power button, the self contained subsystem being responsive to actuation of the power button for a certain time to initiate the transmission.

22. (New)

Electronic apparatus comprising a subsystem powered by a standby power source and a memory for storing at least one parameter reflecting an internal state of the main operative functionality, said subsystem including an encoder for encoding the parameters in an output signal and a transducer for generating from the output signal a sound including in-band encoded signals, which sound can be detected in the vicinity of the apparatus, so as to enable the parameter to be received and decoded, wherein the subsystem is connected to a power button and includes a timer arranged to time actuation of the power button, the subsystem being responsive to actuation of the power button for a certain time to initiate the transmission.